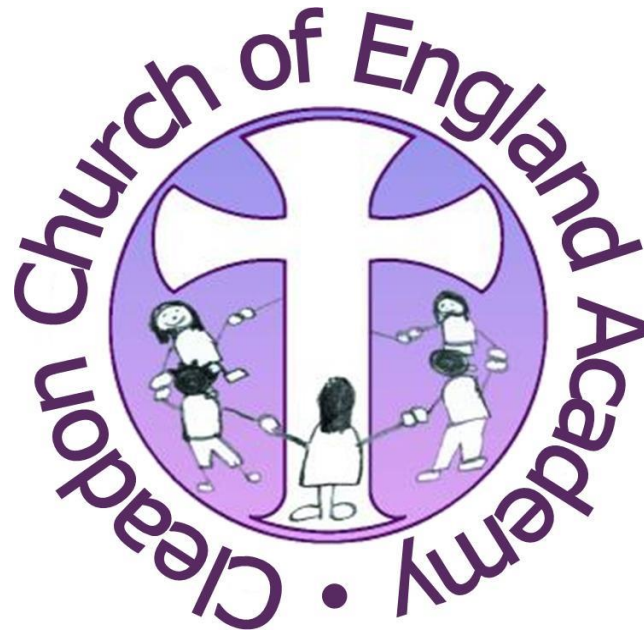


Cleadon Church of England Academy



Unacceptable Conduct Policy

Date Approved **Autumn 2010**

Reviewed: **Autumn 2013, Autumn 2017**

Review Date **Autumn 2020**



Believe

Inspire

Excel

Mission Statement

Guided by our caring Christian ethos, we all work together to equip everyone with the skills, attitude, creativity and motivation to become happy successful lifelong learners and respectful global citizens.

Values	
We will bring our Christian ethos to life by:	
Striving for excellence	<ul style="list-style-type: none"> • Setting high expectations, • Showing pride, passion and self-belief, • Encouraging forward thinking and embracing challenge, • Promoting continuous learning, • Recruiting the right people, • Facilitating continuous improvement, • Providing the widest range of opportunities to excel.
Achieving together	<ul style="list-style-type: none"> • Learning and working together harmoniously, within a supportive environment, • Ensuring everyone is valued, • Enabling everyone to have a voice, • Promoting shared understanding and ownership, through collaboration, • Sharing good practice, and celebrating success, • Challenging ourselves and others, • Supporting the communities in which we live and work.
Showing respect	<ul style="list-style-type: none"> • Promoting the wellbeing of all members, • Recognizing everybody's contribution, • Demonstrating courtesy and fairness to all, • Embracing diversity and practicing tolerance, • Celebrating the individual.
Inspiring success	<ul style="list-style-type: none"> • Nurturing achievement and celebrating success, • Embracing inspiration and innovation, • Encouraging self-motivation, • Providing inspirational, creative teaching and challenge, • Providing positive role models, • Delivering a broad and exciting curriculum that engages and enthuses all learners.
Acting with integrity	<ul style="list-style-type: none"> • Maintaining professionalism at all times, • Valuing honesty, trust and accepting accountability, • Establishing transparent and effective communication, • Listening and acting upon feedback, • Ensuring collective care and responsibility.
This will be delivered within a caring, happy, safe and secure environment.	

Cleadon Church of England Academy

POLICY ON DEALING WITH UNACCEPTABLE CONDUCT

1. STATEMENT OF INTENT

The school encourages close links with parents and the community. We believe that children benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting the school are keen to work with us and are supportive of the school. However, a tiny minority of parents have a negative attitude towards the school and sometimes, this can result in aggression, verbal and/or physical abuse towards school staff and volunteer helpers.

The school expects its staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all staff and volunteer helpers have the right to work without fear of violence and abuse and the right, in extreme cases, of appropriate self-defence.

The school expects parents and other visitors to behave in a reasonable way towards school staff. This policy outlines the steps that will be taken where parents' behaviour is unacceptable.

2. BEHAVIOUR

Types of behaviour that are considered serious and unacceptable and will not be tolerated;

This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

- Shouting or acting in an aggressive manner towards school staff, either in person or over the telephone.
- Physically intimidating a member of staff eg standing very close to him/her
- The use of aggressive hand gestures eg two fingers raised
- Threatening school staff
- Shaking or holding a fist towards another person
- Writing abusive comments about a member of staff eg he/she is an idiot, including comments on social media
- Swearing at a member of school staff
- Pushing
- Hitting, eg slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

Unacceptable behaviour will result in the Police being informed of the incident.

3. PROCEDURE

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff or volunteer helper an incident form will be completed. The head teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure should be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the head teacher from the school premises for a period of time, subject to review.

Prior to being banned the following steps will be taken:

1. The parent will be warned, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg that an injunction may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the Board of Directors and the Police will be included.
3. The Chair of Directors will be informed of the ban.
4. Where appropriate, arrangements for children being delivered to, and collected from the school gate will be clarified.

4. CONCLUSION

Children learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents / carers, this will only be possible where parents / carers behave in an acceptable way. Unfortunately, where a parent / carer's behaviour is either unacceptable or serious it will not be possible to continue working with him/her and, as a final resort, legal action may be taken.

The Academy will take action where behaviour is unacceptable or serious and breaches our home-school code of conduct or health and safety legislation.

Cleadon Church of England Academy

**AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS
Incident Reporting Form**

Name of Perpetrator Parent Name:

Visitor Ethnicity

Gender . M/F

Name of Victim ie Staff member, Child or Parent Other

Nature of Incident (Please tick or state)

- Verbal abuse
- Intimidating behaviour
- Refusal to co-operate
- Physical assault
- Racist or sexist comment
- Incitement of others Breaching security Other

Brief description of the incident

Action Taken
Signed **Date**